

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2324	(call NEAR4 proces\$5 NEAR4 center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L2	1276	(call near4 proces\$5 near4 center) and (organization or enterprise or business)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L3	187	(call near4 proces\$5 near4 center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L4	9	(call near4 proces\$5 near4 center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist)) and ((voice adj xml) or vxml)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L5	32	(call with center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist)) and ((voice adj xml) or vxml)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L6	24536	ACD or (automatic adj call adj distribution) or (call\$4 adj3 center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L7	56443	(mark adj up adj language) or (markup adj language) or (mark-up adj language) or XML	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L8	1980	L6 and L7	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L9	1888	(L6 and L7) and (inquiry or query or question or request\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46

## EAST Search History

L10	877	(L6 and L7) and (inquiry or query or question or request\$4) and live	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L11	7	(call with center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist)) and ((voice adj xml) or vxml) and (artificial with intelligence)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L12	94	(L6 and L7) and (inquiry or query or question or request\$4) and live and (AI or (artificial adj intelligence))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L13	47466	(AI or (artificial adj intelligence))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L14	14863	(call near3 (record or history or log))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L15	11	L13 with L14	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L16	602	VXML	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L17	2362721	(answer\$3 or respon\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L18	513	L16 and L17	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46

## EAST Search History

L19	3	L13 with L16 and L17	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L20	898	(VXML or (voice adj extensible adj markup adj language))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46
L21	2	L13 with L17 with L20	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 05:46